

Transfers

Your baby may be moved to another NICU or a Pediatric Unit. We will let you know if there are plans to move your baby. Your nurse or doctor can provide more information.

Best Beginnings

The Fraser Health Best Beginnings website is a great resource for all parents (www.fraserhealth.ca/nicu). There is information for each stage of your NICU journey.



Information includes:

- what to expect
- helping your baby
- developmental care
- how to care for yourself
- feeding your baby
- your NICU healthcare team

Education Sessions

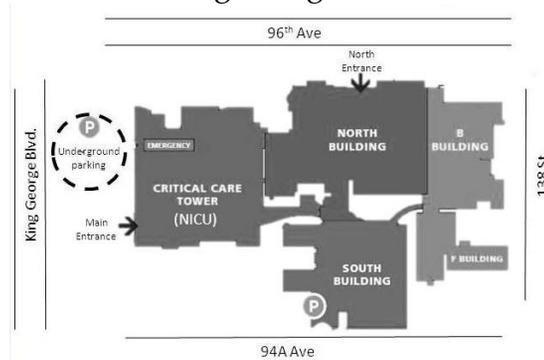
We offer a variety of education sessions for parents. Calendars are posted on the door of your baby's room with upcoming sessions.

Services

- **Places to eat** in the hospital:
 - Cafeteria
 - Coffee Shop (North Lobby)
 - Second Cup (Critical Care Tower)
 - Gift Shop (Garden Walkway)

- **Places to eat** near the hospital:
 - Tim Horton's
 - Dairy Queen
 - Starbucks
- **Bank Machines**
 - The Garden Walkway (on the 2nd floor) by the cashier
 - North Lobby
 - Cafeteria
- **Parking**

The closest parking lot to the NICU is the underground parking near the main entrance on King George Boulevard.



A weekly or monthly pass is available to each family at a reduced rate. Ask at the NICU reception.

Variety Club Neonatal Intensive Care Unit
13750 – 96th Avenue, Surrey, BC
Located on the 2nd floor
Critical Care Tower
(Across from the Gift Shop)

www.fraserhealth.ca

This information does not replace the advice given to you by your health care provider.

Catalogue #264948 (May 2016)
To order: patienteduc.fraserhealth.ca

Welcome to The Variety Club Neonatal Intensive Care Unit

Surrey Memorial Hospital



Direct phone number
604-585-5609

 **fraserhealth**

Welcome to the Neonatal Intensive Care Unit (NICU)

Congratulations on your new baby. We hope this pamphlet helps you become more familiar with our unit.

Our mission statement

The family is at the heart of every decision. We welcome them as partners in their baby's care, and we value their needs, preferences, and cultural beliefs.

Please stay and take part in the care of your baby as much as possible.

In our NICU, each baby has their own room. It is important that babies and their families spend as much time together as possible. Your baby's room has a bed for you to rest during the day or night. Please bring your blankets from home to make your stay more comfortable.



Visiting

You can visit any time of the day or night.

Family and friends can visit your baby when you are not there. For them to visit, please place their names on the 'visitor list' at the NICU reception.

Security

The unit is a secure area. You need to press the entry button to enter and exit. After you enter, please check in at the reception area.

Between 10:00 PM and 6:00 AM, you can only enter the hospital through the Emergency Entrance.

Health Screening

We ask parents, siblings, and visitors to complete a health screening form each day. All of our NICU babies are vulnerable to illness. If you are feeling unwell, are sick, or have an infection, please do not visit.

Clean hands protect baby

Keeping your hands clean is the best way to reduce the spread of germs and protect your baby from infections.

There are two ways to clean your hands:

1. Use alcohol based hand rub after coughing or touching an object such as your cell phone.
2. Use soap and water when you enter and exit the NICU, when your hands are visibly dirty, or after using the washroom or changing a diaper.



Always clean your hands:

- when you arrive at reception
- before and after touching your baby
- after touching an object like your cell phone or surfaces, like a table or chair
- before leaving the NICU

Family Lounge

We have a family lounge, open 24 hours, located near our reception. The lounge has:

- seating area
- eating area
- play area
- fridge
- microwave
- hot/cold water
- TV
- telephones

Ronald McDonald Family Room

The Ronald McDonald Family Room is a great place to take a break or visit with guests. It is located next to the NICU entrance.

All NICU families are welcome to bring family, friends, and children to relax, play, and visit.

You can use this area to:

- store food
- prepare meals
- eat
- watch TV
- do laundry
- have a shower
- access the internet

We also have 4 sleeping rooms available (for short-term stays only).